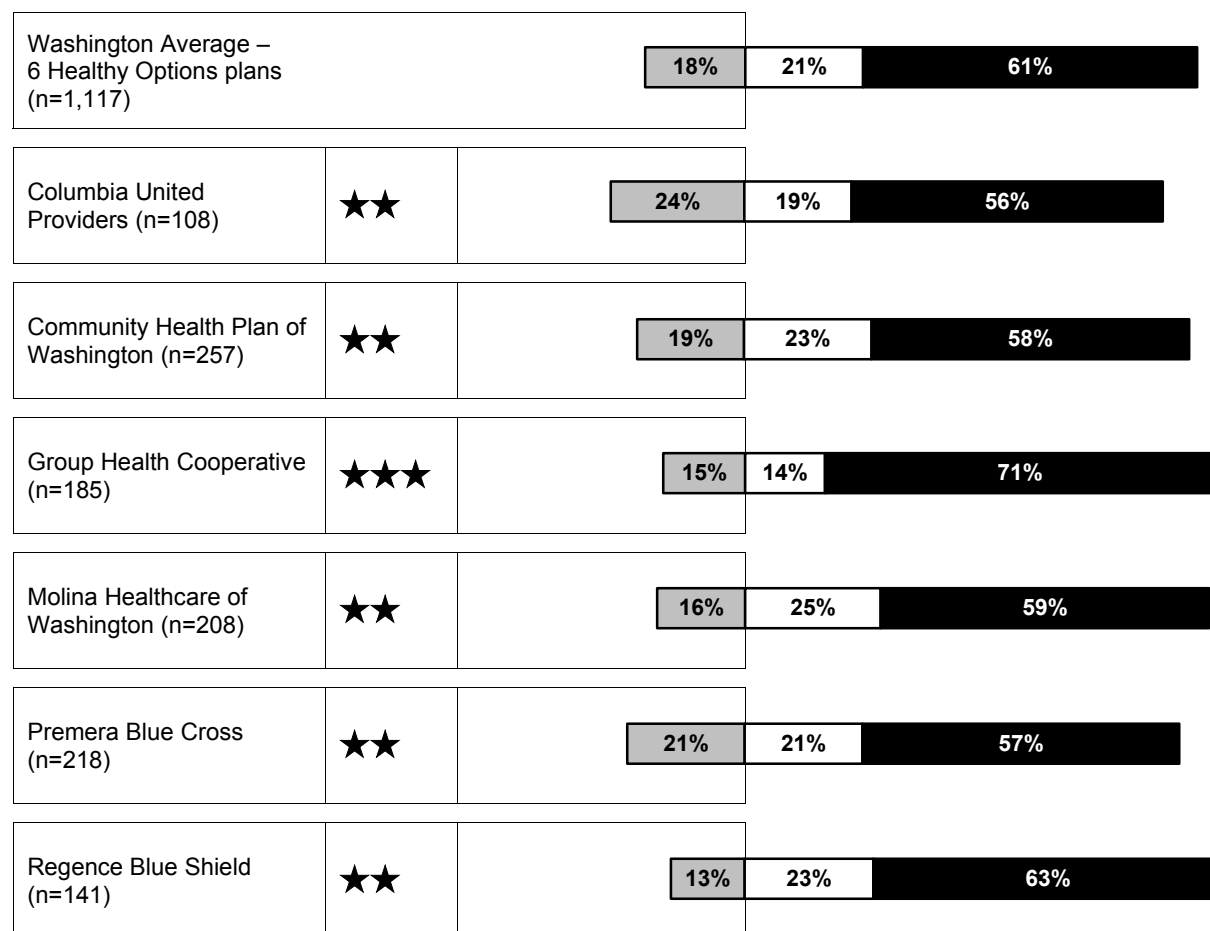


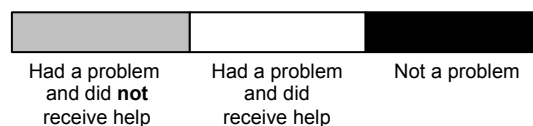
# Healthy Options Children with Chronic Conditions CAHPS CCC Measurement Set Composite

## Access to Specialized Services

This chart summarizes the responses to survey questions 62, 63, 65, 66, 68 and 69 contained in the children with chronic conditions composite, "Access to Specialized Services." Individual specialized service-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions

## CAHPS CCC Measurement Set

### Questions 62 and 63

## Access to Specialized Services

This chart summarizes the responses to survey questions 62 and 63.

Q62. "In the last 6 months, how much of a problem, if any, was it to get special medical equipment for your child?" *If there was a problem, the respondent is directed to go to question 63.*

Q63. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



Columbia United Providers (n=28)		Scores with fewer than 85 responses are not displayed.
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Community Health Plan of Washington (n=70)		Scores with fewer than 85 responses are not displayed.
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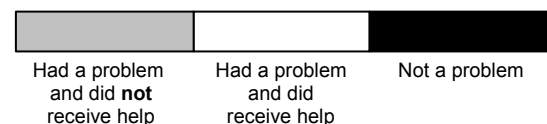
Group Health Cooperative (n=53)		Scores with fewer than 85 responses are not displayed.
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Molina Healthcare of Washington (n=62)		Scores with fewer than 85 responses are not displayed.
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Premiera Blue Cross (n=58)		Scores with fewer than 85 responses are not displayed.
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Regence Blue Shield (n=28)		Scores with fewer than 85 responses are not displayed.
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★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions

## CAHPS CCC Measurement Set

### Questions 65 and 66

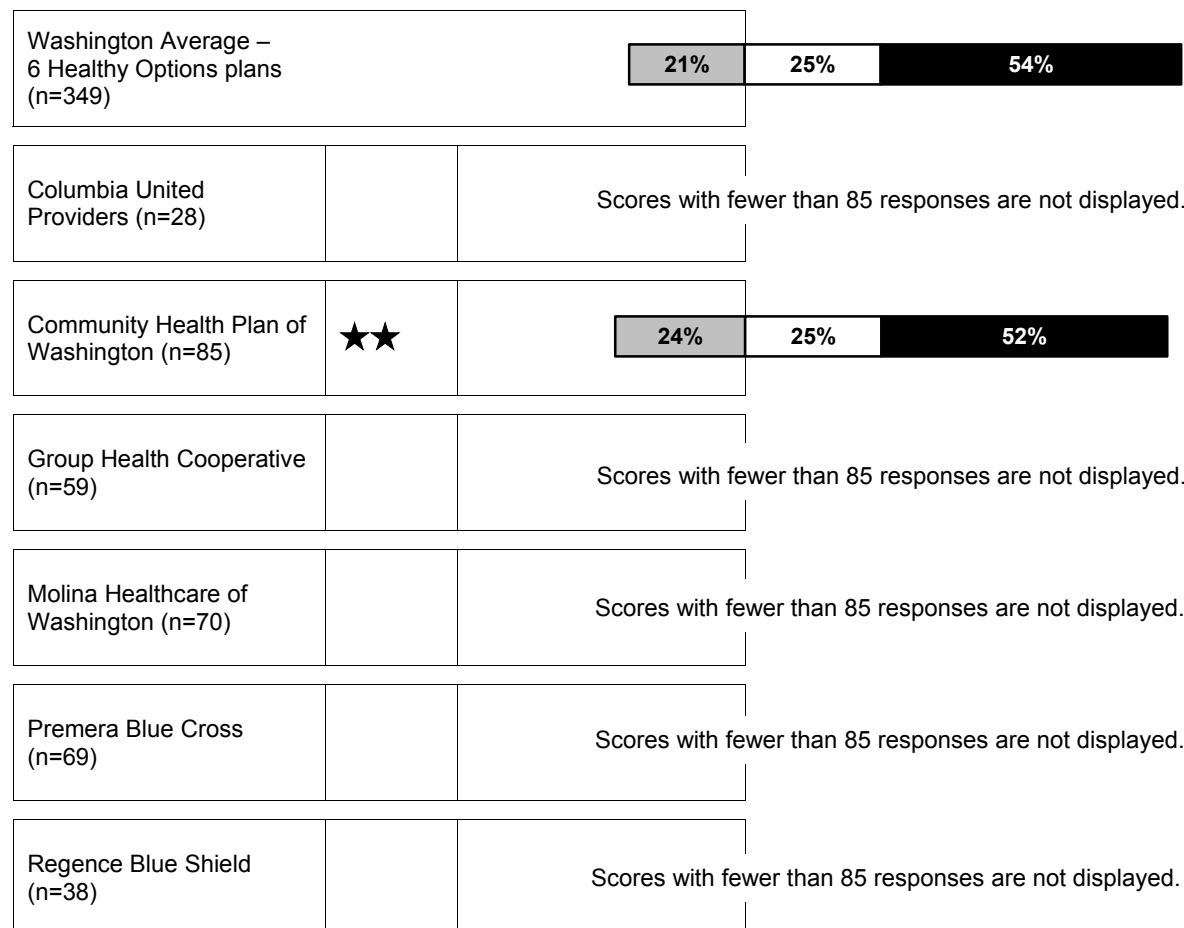
## Access to Specialized Services

This chart summarizes the responses to survey questions 65 and 66.

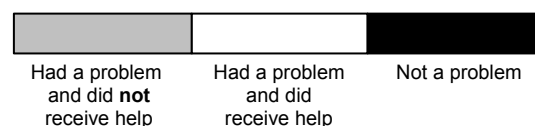
Q65. "In the last 6 months, how much of a problem, if any, was it to get special therapy for your child?"

*If there was a problem, the respondent is directed to go to question 66.*

Q66. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions

## CAHPS CCC Measurement Set

### Questions 68 and 69

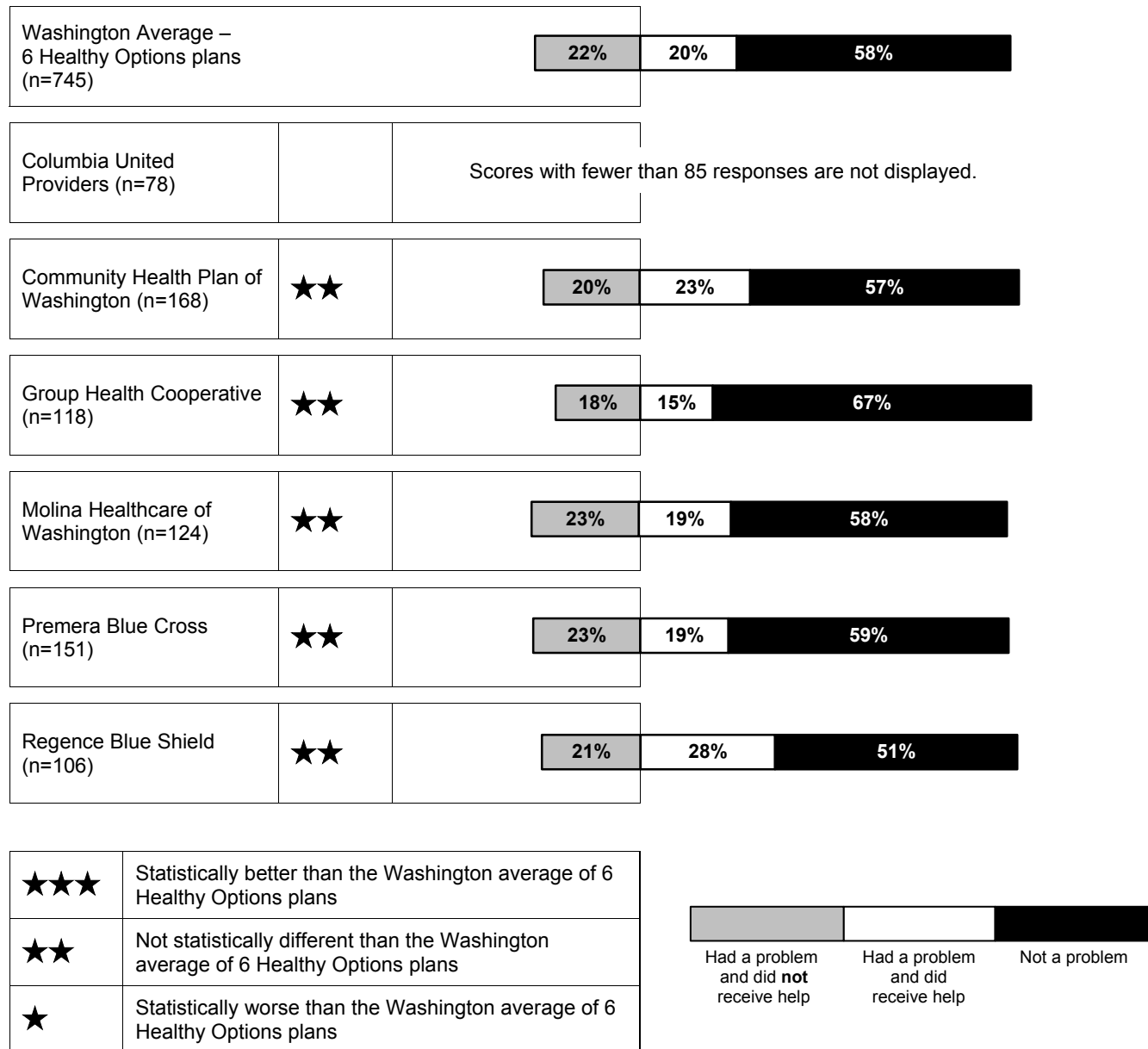
## Access to Specialized Services

This chart summarizes the responses to survey questions 68 and 69.

Q68. "In the last 6 months, how much of a problem, if any, was it to get this treatment (for an emotional, developmental or behavioral problem) or counseling for your child?"

*If there was a problem, the respondent is directed to go to question 69.*

Q69. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.